

AMENDMENTS

IN THE CLAIMS

Please amend the following claim:

1. (amended) A system for responding to requests, said system comprising:

an IVR for identifying a requestor and for querying said requestor for relevant information;

a routing switch in communication with said IVR;

a database in communication with said routing switch such that said relevant information from said IVR can be forwarded as a unit of work record;

a device in communication with said routing switch, for distributing said unit of work record; and

a receiver adapted to receive said unit of work record from said device during contact with said requestor to facilitate a response to said requestor.

Please add the following new claims:

4. (new) The system of claim 1 wherein said system is adapted to receive said requests via a public switched telephone network.

5. (new) The system of claim 1 wherein said IVR identifies said requestor using automatic number identification (ANI).

6. (new) The system of claim 1 wherein said system is adapted to receive requests via a mode of communication selected from the group consisting of telephones, faxes, and the internet.

7. (new) The system of claim 1 wherein said system is adapted to receive automated requests from machines.

8. (new) The system of claim 1 wherein said IVR is adapted to receive responses from said requestor in the form of communication selected from the group consisting of sound, touch tones, speech, electronic data, e-mail, faxes, and internet messages.

9. (new) The system of claim 8 wherein said IVR is adapted to identify said requestor based on said responses.

10. (new) The system of claim 1 wherein said database is adapted to be updated with said relevant information each time said requestor uses said system.

11. (new) The system of claim 10 wherein:

said database has existing information relative to said requestor; and

said unit of work record includes said relevant information from said IVR and said existing information of said database.

12. (new) The system of claim 1 wherein said device for distributing said unit of work record is a hub.

13. (new) The system of claim 1 wherein said receiver is adapted to generate an automated response using said unit of work record.

14. (new) The system of claim 1 wherein said receiver is adapted to be operated by a customer service representative such that said customer service representative can modify said unit of work record.

15. (new) The system of claim 1 further comprising a computer telephony integration server in communication with said routing switch, said computer telephony integration server adapted to synchronize said unit of work record with said receiver.

16. (new) The system of claim 1 further comprising at least one additional receiver in communication with said receiver such that said receiver is adapted to transfer said unit of work record to said at least one additional receiver.

17. (new) The system of claim 1 further comprising a second database in communication with said routing switch such that said receiver is adapted to receive information from said second database.

18. (new) The system of claim 17 wherein said second database contains credit information.

19. (new) The system of claim 18 wherein said credit information is selected from the group consisting of credit history and credit scoring.

20. (new) The system of claim 17 wherein said second database is remotely located from said routing switch.

21. (new) The system of claim 20 wherein said second database is in communication with said routing switch via a data service unit/channel service unit (DSU/CSU).

22. (new) The system of claim 20 wherein said second database is in communication with said routing switch via a router.

23. (new) The system of claim 20 further comprising a firewall interposed between said second database and said routing switch.

24. (new) The system of claim 17 wherein said information from said second database is included in said unit of work record.

25. (new) A system for responding to requests, said system comprising:

a device adapted to identify a requestor and query said requestor for relevant information;

a database in communication with said device such that said relevant information from said device can be forwarded as a unit of work record; and

a receiver adapted to receive said unit of work record from said database during contact with said requestor to facilitate a response to said requestor.

26. (new) The system of claim 25 wherein said system is adapted to receive said requests via a public switched telephone network.

27. (new) The system of claim 25 wherein said device identifies said requestor using automatic number identification (ANI).

28. (new) The system of claim 25 wherein said system is adapted to receive requests via a mode of communication selected from the group consisting of telephones, faxes, and the internet.

29. (new) The system of claim 25 wherein said system is adapted to receive automated requests from machines.

30. (new) The system of claim 25 wherein said device is adapted to receive responses from said requestor in the form of communication selected from the group consisting of sound, touch tones, speech, electronic data, e-mail, faxes, and internet messages.

31. (new) The system of claim 30 wherein said device is adapted to identify said requestor based on said responses.

32. (new) The system of claim 25 wherein said device is an IVR.

33. (new) The system of claim 25 wherein said device is in communication with said database via a routing switch.

34. (new) The system of claim 25 wherein said database is adapted to be updated with said relevant information each time said requestor uses said system.

35. (new) The system of claim 34 wherein:

said database has existing information relative to said requestor; and

said unit of work record includes said relevant information from said device and said existing information of said database.

36. (new) The system of claim 25 wherein a hub is adapted to distribute said unit of work record to said receiver.

37. (new) The system of claim 25 wherein said receiver is adapted to generate an automated response using said unit of work record.

38. (new) The system of claim 25 wherein said receiver is adapted to be operated by a customer service representative such that said customer service representative can modify said unit of work record.

ad cont 39. (new) The system of claim 25 further comprising a computer telephony integration server adapted to synchronize said unit of work record with said receiver.

40. (new) The system of claim 25 further comprising at least one additional receiver in communication with said receiver such that said receiver is adapted to transfer said unit of work record to said at least one additional receiver.

41. (new) The system of claim 25 further comprising a second database such that said receiver is adapted to receive information from said second database.

42. (new) The system of claim 41 wherein said second database contains credit information.

43. (new) The system of claim 42 wherein said credit information is selected from the group consisting of credit history and credit scoring.

44. (new) The system of claim 41 wherein said second database is remotely located from said routing switch.

45. (new) The system of claim 41 wherein said information from said second database is included in said unit of work record.

46. (new) A method for receiving requests, said method comprising:

querying a requestor for relevant information;

saving said relevant information as a unit of work record; and

forwarding said unit of work record to a receiver while still in contact with said requestor.

47. (new) The method of claim 46 further comprising identifying said requestor prior to querying said requestor for relevant information.

A² cont
48. (new) The method of claim 46 further comprising identifying said requestor based on said relevant information.

49. (new) The method of claim 46 further comprising updating said unit of work record with said relevant information each time said requestor makes a request.

50. (new) The method of claim 49 wherein said unit of work record is updated to include said relevant information from a current contact with said requestor as well as information about a past contact with said requestor.

51. (new) The method of claim 46 further comprising providing a response to said requestor using said unit of work record.

52. (new) The method of claim 46 further comprising transferring information from a database to said receiver such that said receiver receives said unit of work record and said information from said database while still in contact with said receiver.

53. (new) The method of claim 52 wherein said information from said database includes credit information.

54. (new) The method of claim 53 wherein said credit information is selected from the group consisting of credit history and credit scoring.

55. (new) The method of claim 46 further comprising:

providing a database containing information relative to said requestor; and

saving said information of said database in said unit of work record such that said unit of work record includes said relevant information and said information of said database.

A2
cont 56. (new) The method of claim 55 wherein said information of said database includes credit information.

57. (new) The method of claim 56 wherein said credit information is selected from the group consisting of credit history and credit scoring.

58. (new) The method of claim 46 further comprising forwarding said unit of work record to a second receiver while still in contact with said requestor.

59. (new) The method of claim 46 further comprising providing a customer service representative to operate said receiver such that said customer service representative is enabled to modify said unit of work record.